

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO

iMBUDSPERSON

for Developmental Services



Dannel P. Malloy
GOVERNOR

Terrence W. Macy, Ph. D
DDS Commissioner

DDS Council Monthly Report

May 2011

Meetings held and/or attended

- May 2nd -North region, Regional Director
- May 4th -Central office Eligibility Director
- May 4th -Central Office, Psychiatrist
- May 5th -Central office Quality Improvement Director
- May 5th -DOL meeting
- May 6th -Audit department
- May 6th -Quality Improvement, Inspectors
- May 7th -Central Office , Legal Department
- May 7th -South region, ARD
- May 9th -North region, Regional Director
- May 11th -Commission on Human Rights, Commission Meeting
- May 12th -Managed Care Ombudsman Office
- May 12th -Governor's Coalition, ceremony meeting
- May 12th -DDS Council meeting
- May 13th -University of Hartford, invitation to speak to students
- May 16th -Chairman, President's Committee for Persons with Intellectual Disabilities
- May 19th -West region, ARD
- May 19th -Goodwin College
- May 20th -GCYD Awards Ceremony
- May 20th -CO Facilities Director, Woodland St, DDS
- May 23th -West, ARD
- May 24th -Communications Department -
- May 25th -CO Director of Facilities
- May 25th -West. ARD individual family supports
- May 26th -Utilization Nurse
- May 26th -OBRA nurse
- May 27th -Central Office, Legal
- May 25th -Quality Improvement Director, CO Nurse, CO Case Manager Supervisor
- May 31st -Operations Department

Concerns \ Issues

- ◆ Consumer contacted office regarding work issue. Individual will need to bring a union rep with them to discuss current violation of work rules.
 - Person has worked for company for several years. Has recently moved to a store closer to home and takes public transportation to get to work.
 - I asked if current issue could be resolved with a reasonable accommodation. Consumer asked and received a reasonable accommodation.
 - After receiving reasonable accommodation consumer made sane mistake causing store to ask for meeting with union representation.
 - Spoke to ARD family supports and case manager supervisor (CMS). CMS spoke to private provider who was unaware of these or any issues with work,
 - Consumer's Union Rep will attend a mandated store meeting. Also attending will be DDS case manager and private provider.
 - Team will assist and/or modify current needs for vocational support while maintaining current employment.

- ◆ Spoke with OBRA nurse concerning postsurgical assessment and options available for consumer needing a acute orthopedic rehabilitation after surgery as well as a psychological assessment.
 - Family contacted office after preferred facility rejected admission claiming they did not have a bed.
 - Spoke to family regarding options. Family would like to have psychological and physical rehabilitation which they believe would greatly benefit rehabilitation.
 - Hospital agreed to provide total acute rehab.

- ◆ Received call from individual wishing to remain anonymous alleging neglect in community residence.
 - Asked individual if they had reported this to office of Protection & Advocacy, they stated that they referred them to my office.
 - Spoke to Quality Improvement Director asked when last inspection of home was done.
 - We both agreed to have an inspector do an unannounced visit to home to verify or substantiate allegations.

- ◆ Received referral from private provider concerning family whose daughter needs assistance with eligibility process.
 - Family has applied twice to eligibility however, due to their own medical issues have not been able to complete process.
 - Called Guardian, asked specifically what D.D.S. needed to complete packet.
 - Called Eligibility Director, asked if they had everything they needed to complete eligibility process.
 - It was not a question of whether or not individual was eligible for services only needed to complete eligibility packet.
 - Eligibility confirmed

- ◆ Professor, Physical Therapy Instructor, at the University of Hartford called to ask if I would meet with two of her graduate physical therapy students again this year. Students are doing doctoral work and need specific information regarding advocacy. Also, asked if I would speak to her class later in the summer, topic; advocating for people with disabilities.
 - Met with two physical therapy students. Gave them background on ADA, assistive technology, reasonable accommodations and respectful language. Also, gave them brief history of DDS and services that department provides.
 - Lecture will consist of DDS Ombudsman job duties, advocacy for persons with disabilities and what state agencies provide for persons with disabilities.

May 2011

Areas of Concern

○ Case Management -	8
○ Case Management Requests -	3
○ Day Program -	4
○ Eligibility -	4
○ Funding/Budget -	6
○ Guardianship -	4
○ Health & Safety -	2
○ HIPAA -	2
○ Information/Referral -	18
○ Placement -	5
○ Birth to 3-	0
○ School District services-	2
○ Autism-	4
○ ADA inquiries	(3) not counted

ISSUES/CONCERN TOTAL -62